

FIGURE 1

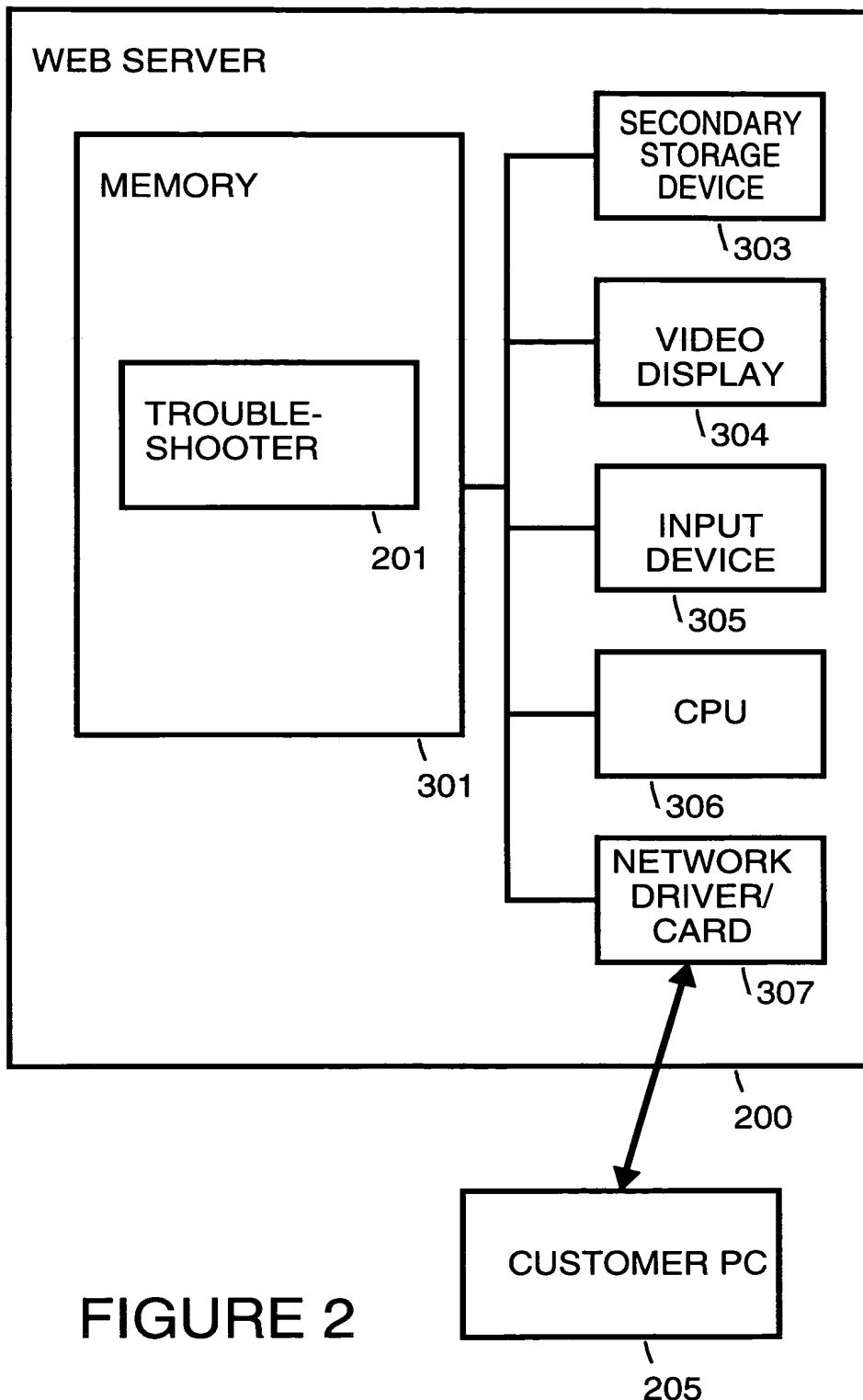


FIGURE 2

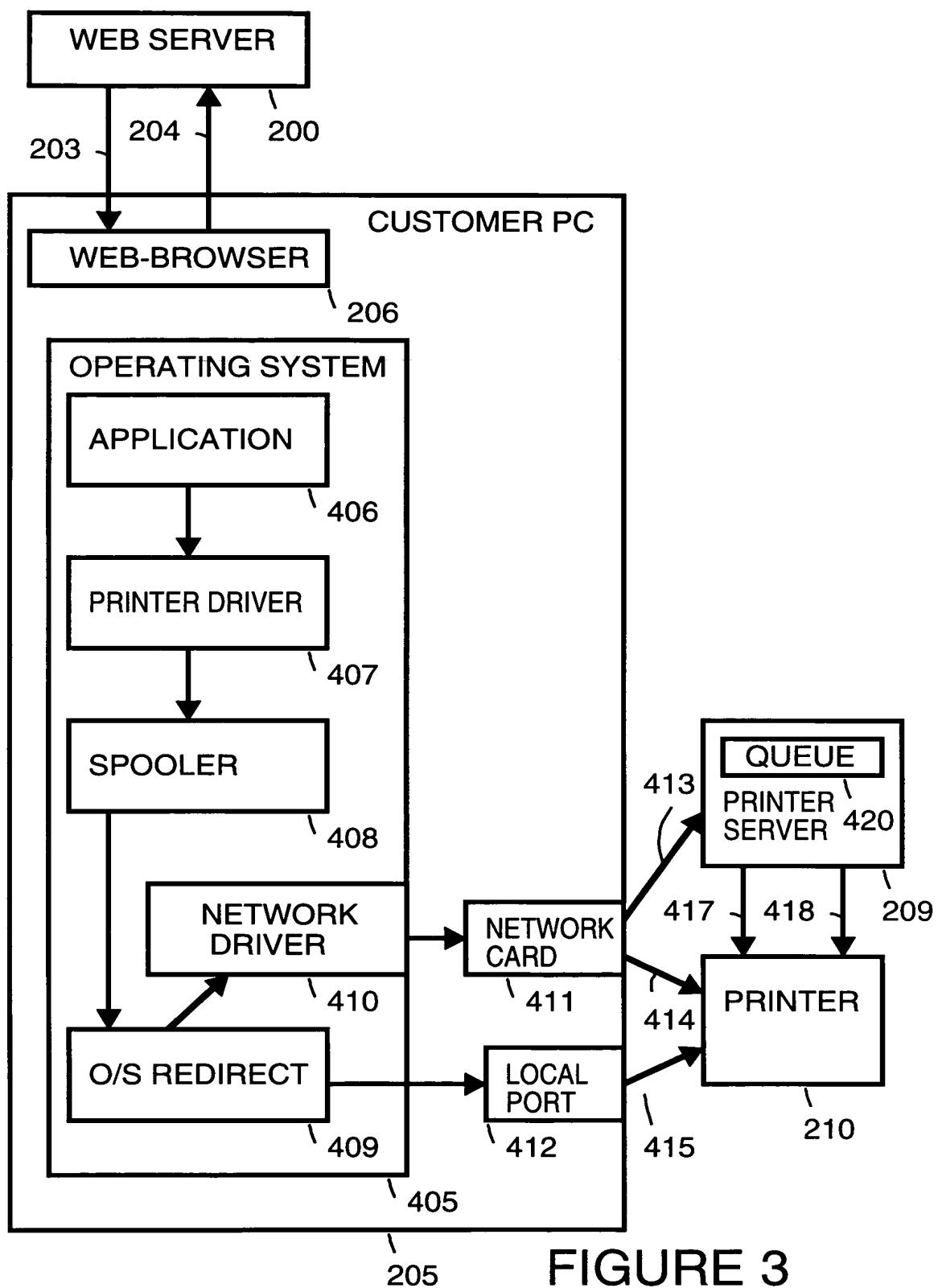


FIGURE 3

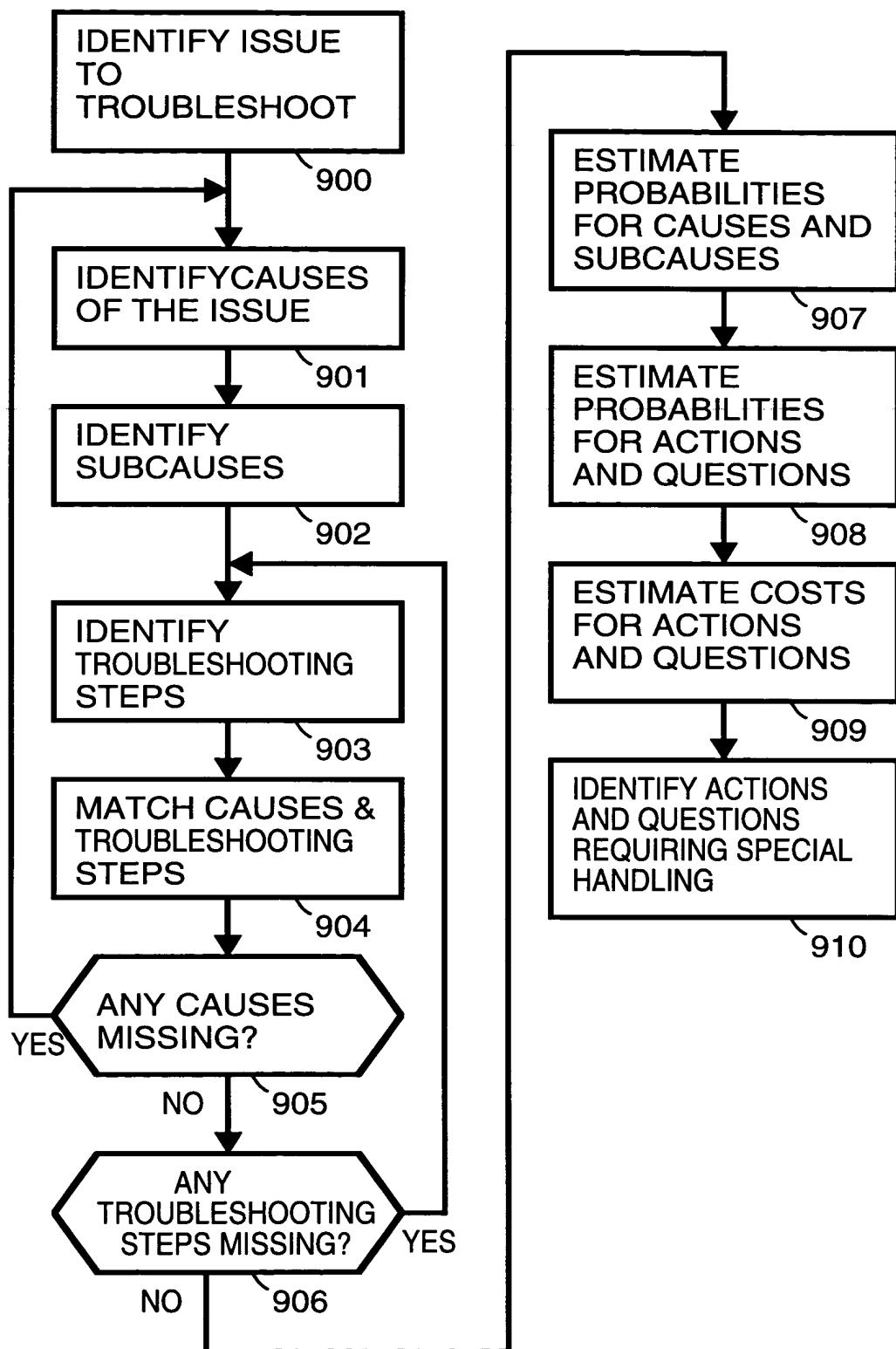


FIGURE 4

Main window

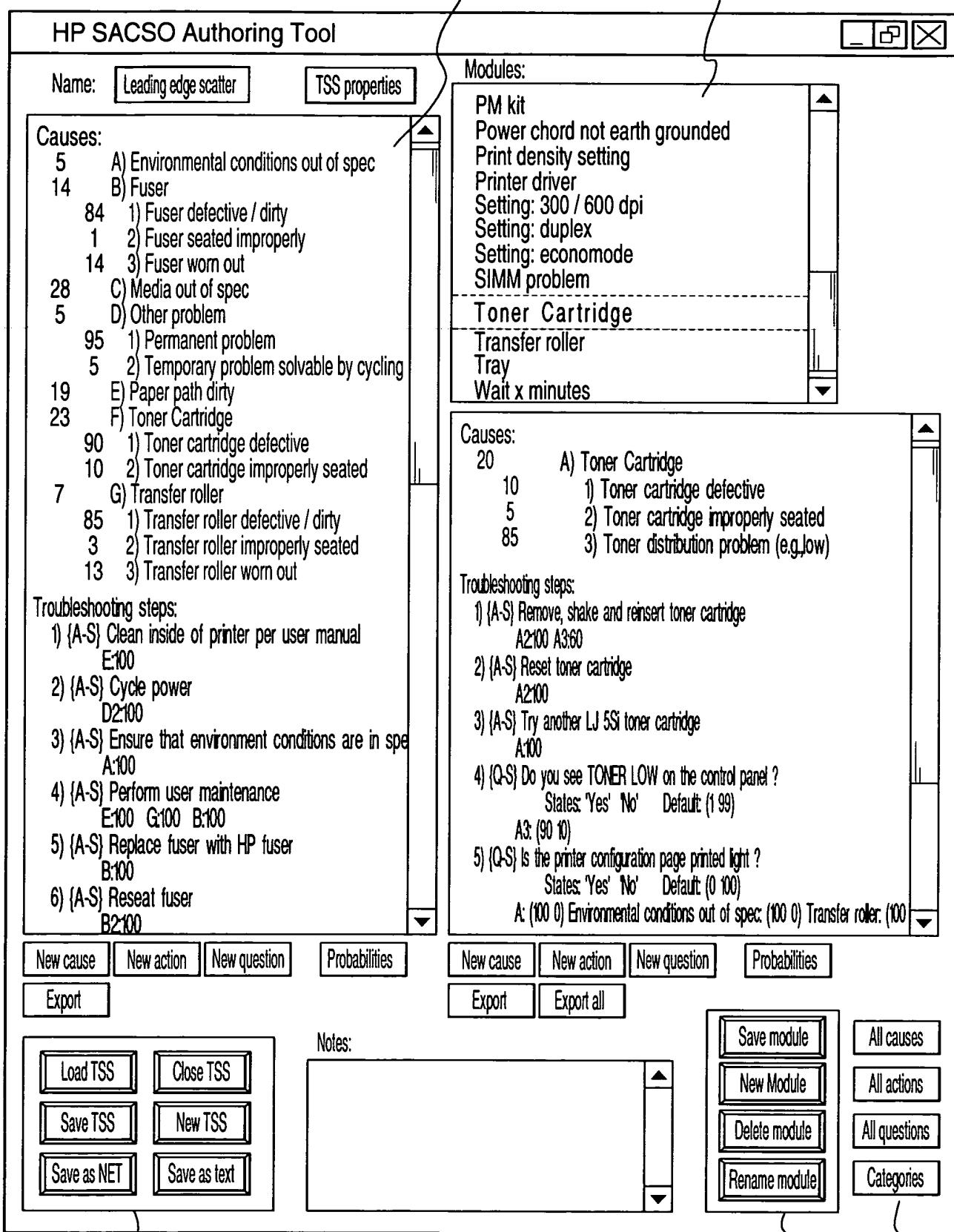


FIGURE 5

Cause editor

Cause Editor

Name: 61

Subcause of: 62

Probability: 63

64

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66

This cause is a consumable (toner cartridge, fuser, transfer roller or feed and separation rollers). 67

Automatic data collection possible. 68

Can be fixed by rebooting the PC. 69

Can be fixed by power cycling the printer.

Dependency of environment:

Printer
Operating system
Printer driver
Network
Paper handling devices 78

Name of cause given to customers:

79

77

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FIGURE 6

Cause probability editor

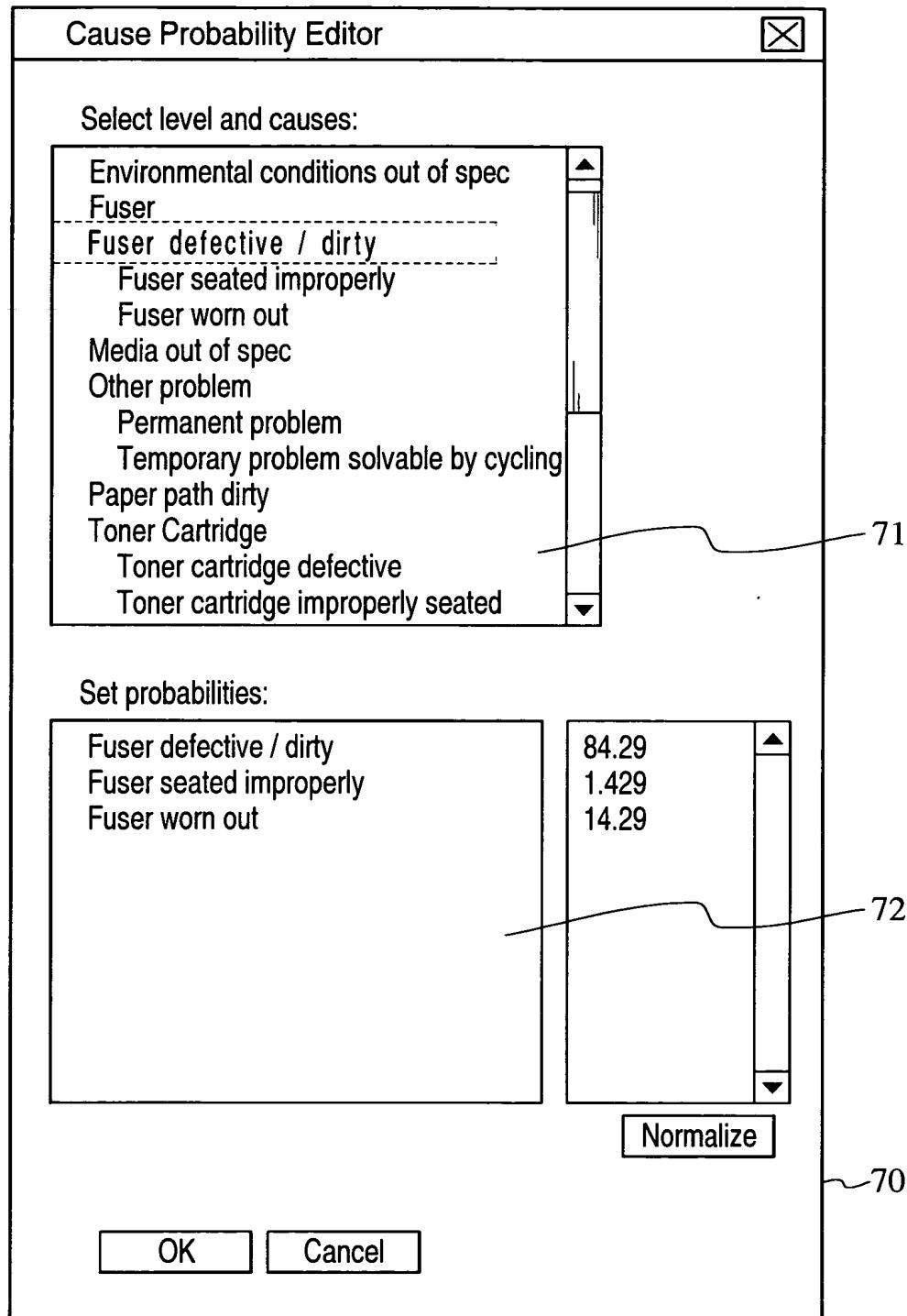
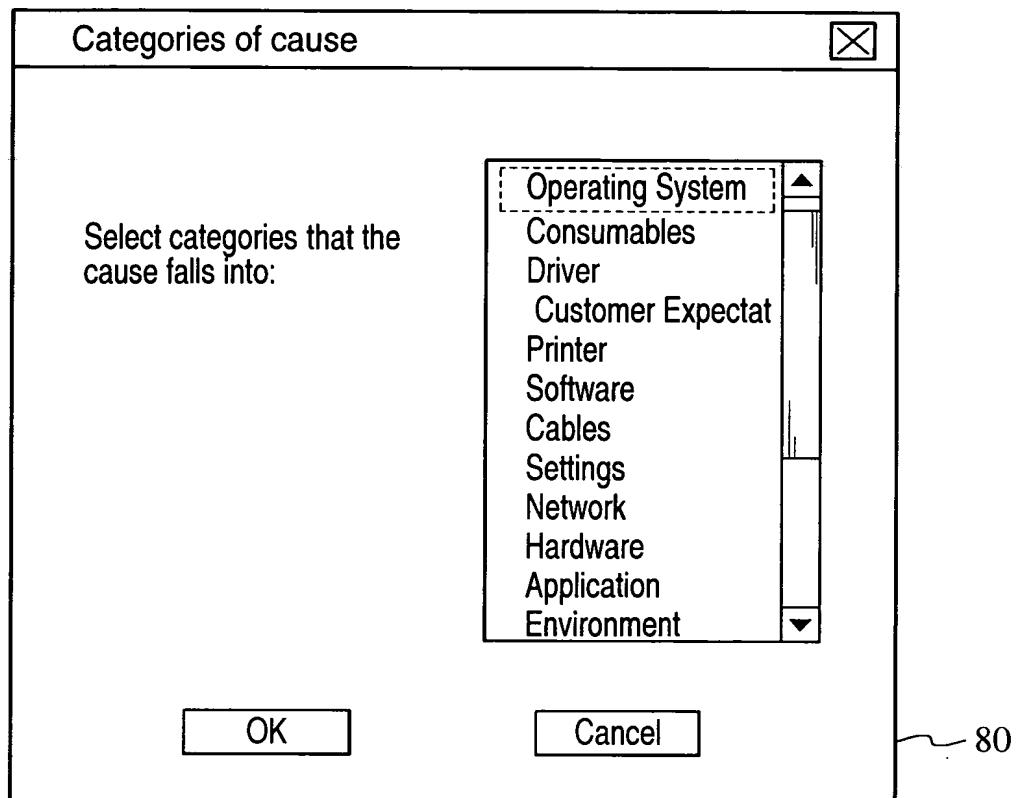


FIGURE 7

Cause category editor



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FIGURE 8

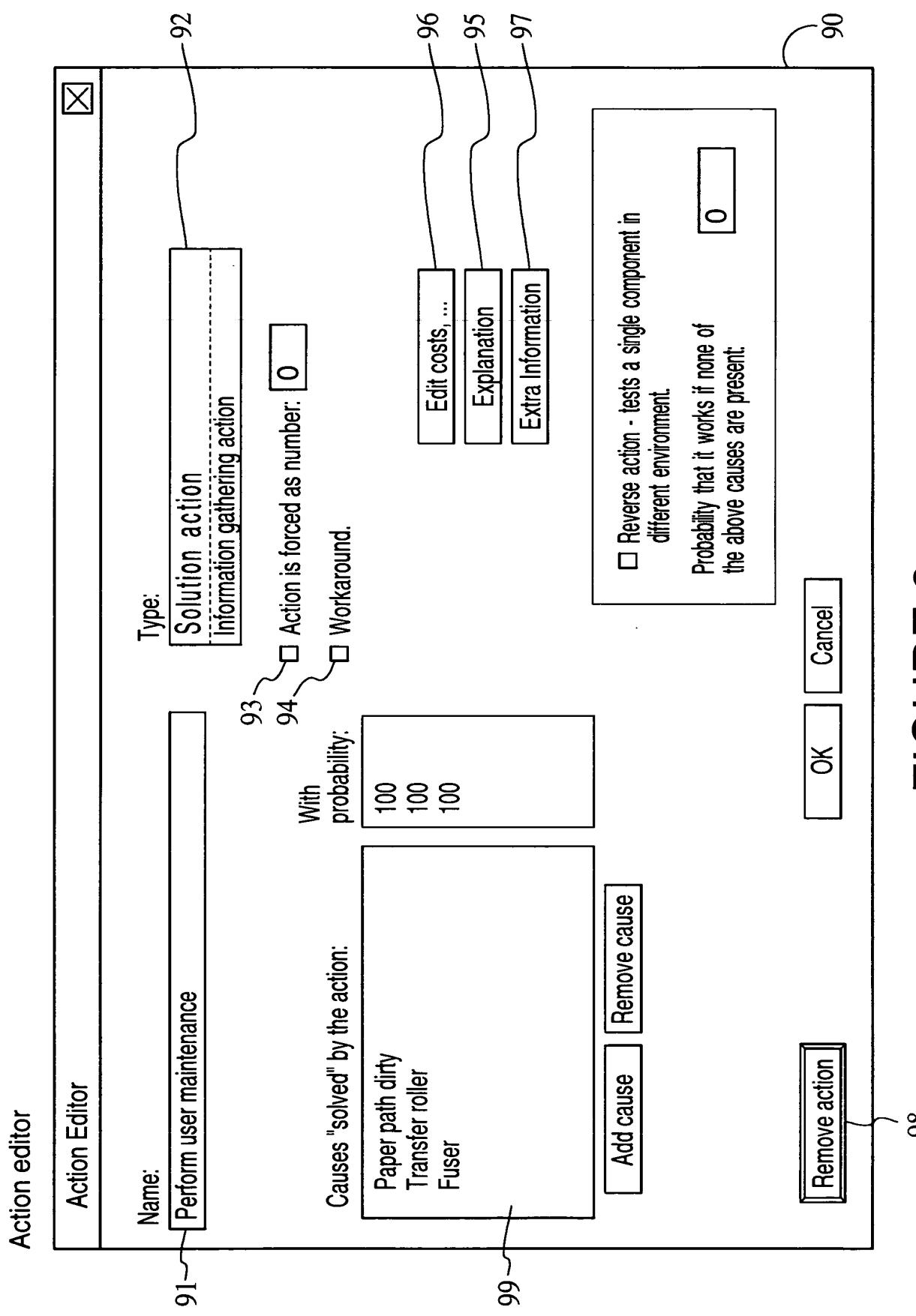


FIGURE 9

Extra information editor for actions

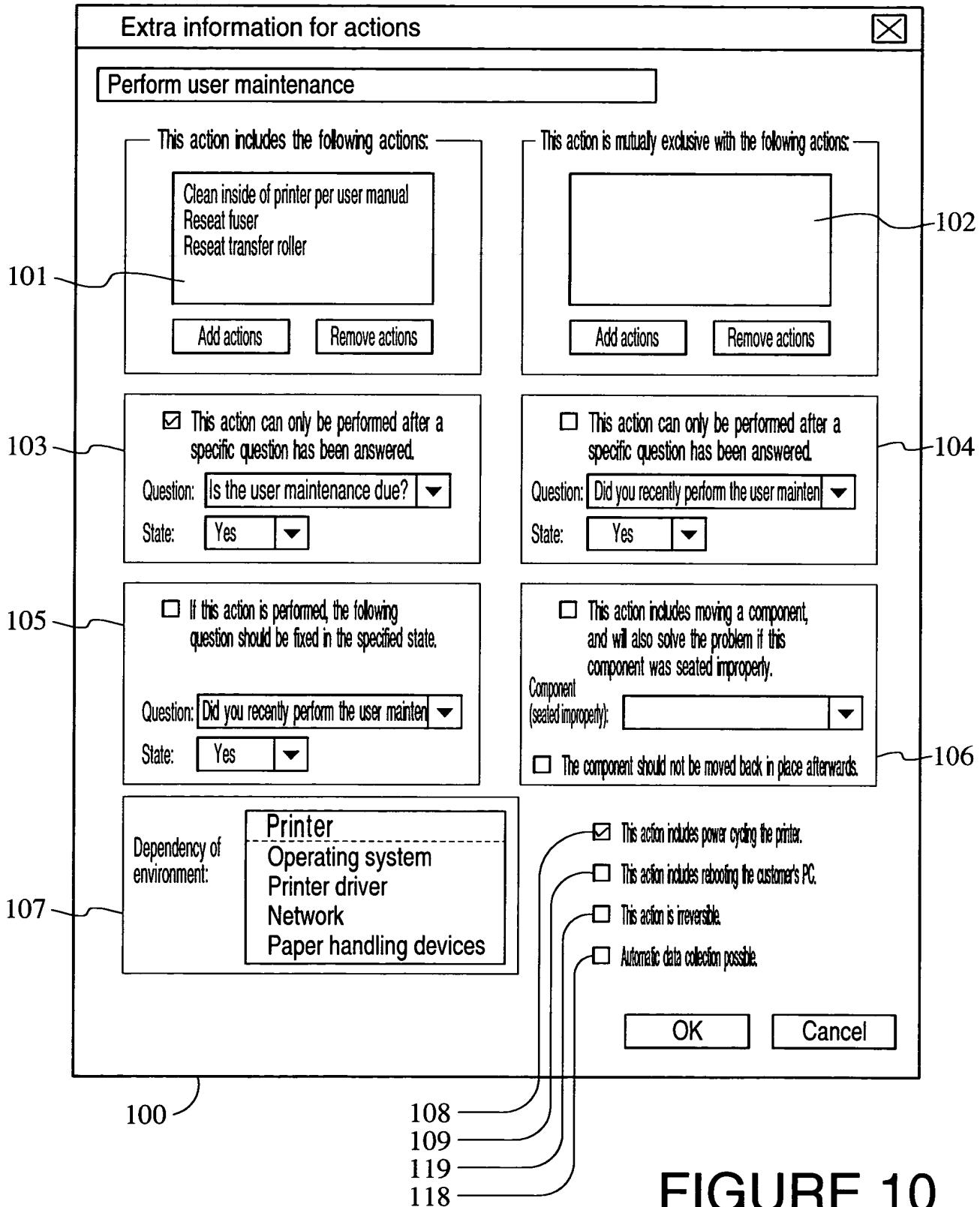


FIGURE 10

Action probability editor

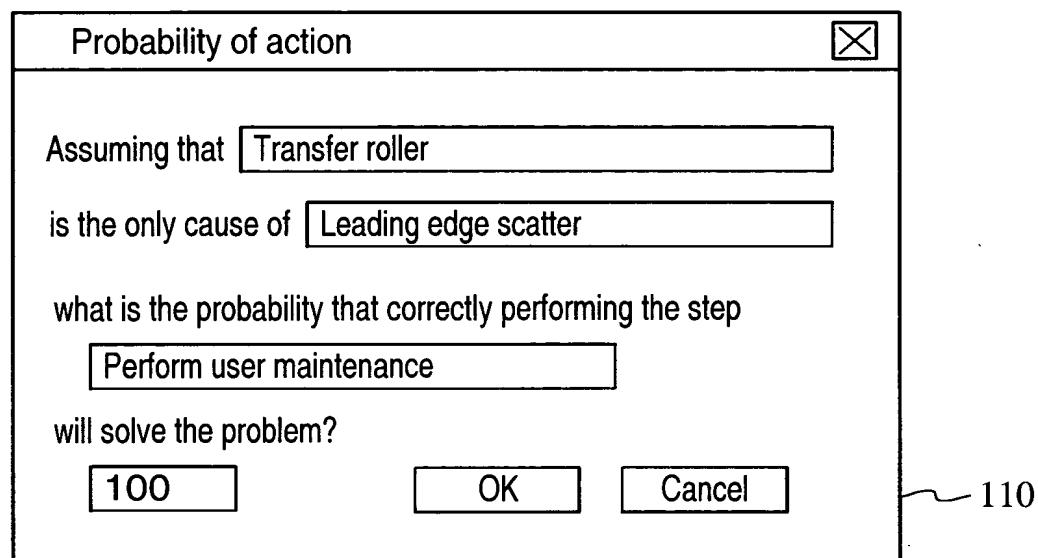


FIGURE 11

General question editor

General question

Name:

States:

Yes	8
No	92

Add State

Normalize

Explanation

Edit costs, ...

Extra information

Remove question

Probability changes for causes:

5	Temporary problem solvable by cycling power
5	Environmental conditions out of spec
28	Media out of spec
7	Transfer roller
13	Transfer roller worn out
3	-> 25 Transfer roller improperly seated
85	Transfer roller defective / dirty
14	Fuser
14	Fuser worn out
84	Fuser defective / dirty
1	-> 15 Fuser seated improperly

Remove change

Question is forced as number:

OK Cancel

FIGURE 12

Probability change editor

Probability Change Editor

Question:

Cause:

State:

Old probability:

New probability:

OK Cancel

132 131 133 130 134 135

FIGURE 13

FIGURE 14

Symptom question editor

Symptom question

Name:

States:

<input type="checkbox"/> Yes	<input type="checkbox"/> No
------------------------------	-----------------------------

Causes:

<input type="checkbox"/> Toner cartridge	<input type="checkbox"/> Environmental conditions out of spec
<input type="checkbox"/> Transfer roller	

Probabilities of states given the cause:

100	0
100	0
100	0

141

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Cause editor for actions and questions

Cost Editor X

Step:	Perform user maintenance
Time:	25 (minutes) <input type="checkbox"/> Idle time?
Risk:	High
Money:	0
Insult:	0
Inaccuracy:	Medium

OK Cancel

The diagram shows a window titled 'Cost Editor' with various input fields and a checkbox. Numbered callouts (151-157) point to specific parts of the interface:

- 151: Points to the 'Inaccuracy:' dropdown.
- 152: Points to the 'Step:' label and the 'Perform user maintenance' text input.
- 153: Points to the 'Time:' label, the '25' input, '(minutes)' text, and the 'Idle time?' checkbox.
- 154: Points to the 'Risk:' label and the 'High' input.
- 155: Points to the 'Money:' label and the '0' input.
- 156: Points to the 'Insult:' label and the '0' input.
- 157: Points to the 'Inaccuracy:' label and the 'Medium' input.
- 150: Points to the bottom right corner of the window.

FIGURE 15

Explanation editor for causes, actions and questions

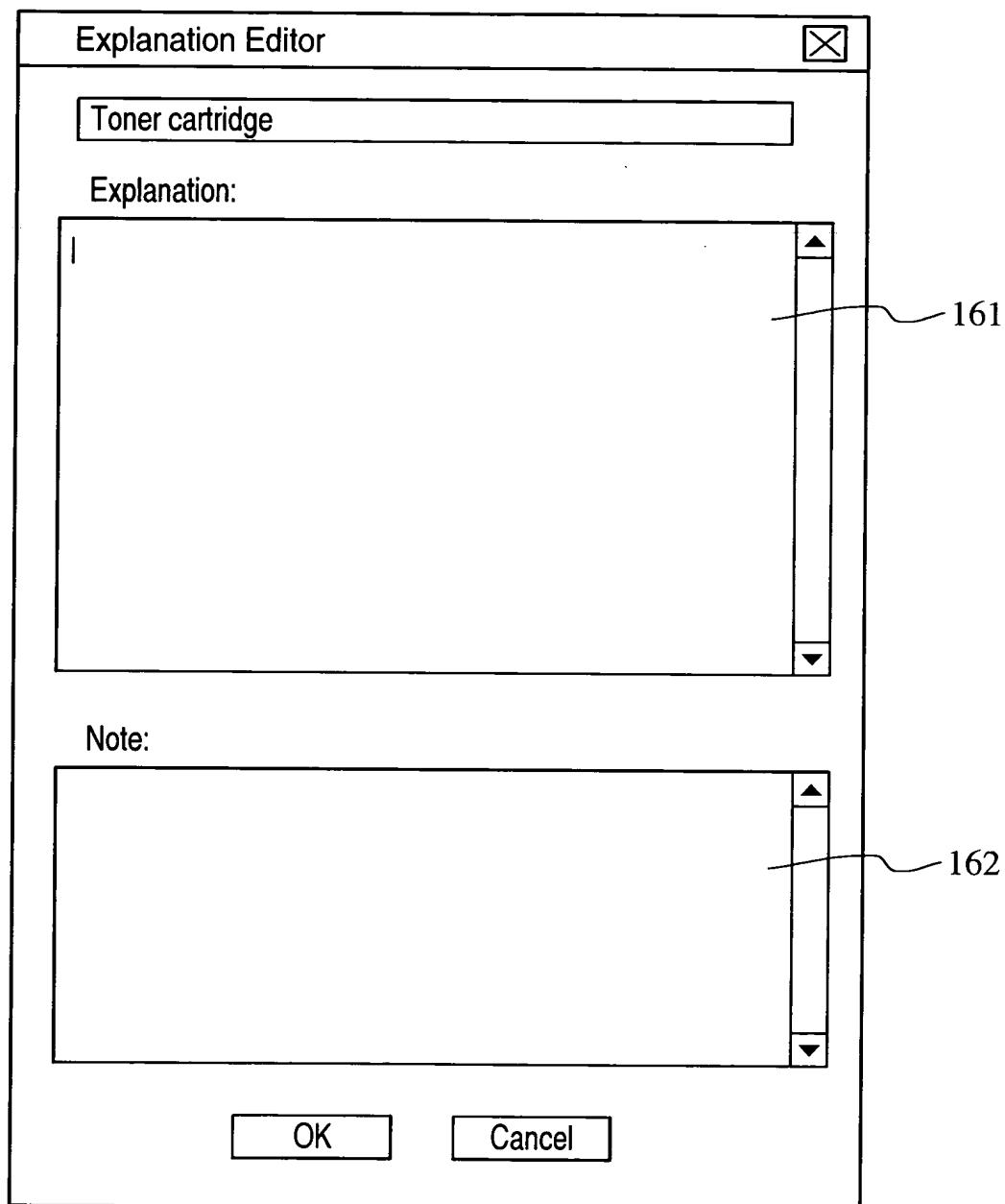


FIGURE 16